SERVICE LETTER

Customer journey reference information for ROTAX® Aircraft Engines

ATA System: 00-00-00 General

1) Planning information

To obtain satisfactory results, procedures specified in this publication must be accomplished with accepted methods in accordance with prevailing legal regulations.

BRP-Rotax GmbH & Co KG cannot accept any responsibility for the quality of work performed in accomplishing the requirements of this publication.

1.1) Applicability

All versions of ROTAX® engine types:

Engine type	Serial number
912 (Series)	all
914 (Series)	all
912 iS (Series)	all
915 iS (Series)	all
916 iS (Series)	all

1.2) Concurrent ASB/SB/SI and SL

In addition to this Service Letter the following documents must be observed:

- In general all relevant Alert Service Bulletins (ASB), Service Bulletins (SB), Service Instructions (SI), Service Letters (SL), Service Instruction - Parts and Accessories (SI-PAC) with relevance to perform this maintenance, repair or overhaul task.
- SL-2ST-016, SL-912 i-018, SL-912-026, SL-914-024, SL-915 i-013, SL-916 i-013 Information on maintenance and spare parts planning for ROTAX® Aircraft Engines, current issue.
- SL-2ST-006, SL-912-012, SL-914-010, SL-912 i-003, SL-915 i-001, SL-916 i-011 Warranty conditions for ROTAX® Aircraft Engines Types 2-stroke, 912 (Series), 914 (Series), 912 i (Series), 915 i and 916 i (Series), current issue.
- SL-912 i-017, SL-915 i-012, SL-916 i-012 Conditions relating to the limited extended warranty under the ROTAX® Care program for ROTAX® Engine Types 912 i, 915 i and 916 i (Series), current issue.
- SL-912-019, SL-912 i-008, SL-914-017, SL-2ST-011 Information on the globally standardized iRMT training program for ROTAX® Aircraft Engines, current issue.
- SL-916 i-016, SL-2ST-012, SL-912-020, SL-914-018, SL-912 i-009, SL-915 i-017 Engine Registration via ROTAX® Aircraft Engines Website, current issue.
- SL-916 i-003, SL-912 i-011, SL-915 i-003, SL-912-022, SL-2ST-014, SL-914-020 Information about Storage and Storage Conditions of ROTAX® Genuine Spare Parts for ROTAX Aircraft Engines, current issue.
- SI-912 i-001, SI-912-016, SI-914-019, SI-915 i-001, SI-916 i-001 Selection of suitable operating fluids for ROTAX® Engine Type 916 i (Series), 915 i (Series), 912 i (Series), 912 and 914 (Series), current issue.

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- SL-912-030, SL-914-028, SL-912 i-022, SL-915 i-018, SL-916 i-017, SL-2ST-019 Occurrence reporting for ROTAX® Engines, current issue.
- SL-912-031, SL-914-029, SL-912 i-023, SL-915 i-019, SL-916 i-018, Warranty procedures and processes for ROTAX® Aircraft Engines

1.3) Reason

This document is intended to be a “quick guide” containing references and links to important documents and resources for ROTAX® aircraft engines.

1.4) Subject

Customer journey reference information for ROTAX® Aircraft Engines.

1.5) Compliance

NONE - For Information Only.

1.6) Approval

None.

1.7) Labor time

Estimated labor hours:

Engine installed in the aircraft - - - labor time will depend on airframe installation and therefore no estimate is available from the engine manufacturer.

1.8) Mass data

Change of weight - - - none.

Moment of inertia - - - unaffected.

1.9) Electrical load data

No change.

1.10) Software modifications

No change.

1.11) References

In addition to this technical information refer to current issue of

- in general Illustrated Parts Catalog (IPC)
- in general Operators Manual (OM)
- in general Installation Manual (IM)
- in general Maintenance Manual Line (MML)
- in general Maintenance Manual Heavy (MMH)

NOTE: The status of the Manuals can be determined by checking the table of amendments. The 1st column of this table shows the revision status. Compare this number to the one listed on the ROTAX® website:

www.flyrotax.com. Updates and current revisions can be downloaded for free.

1.12) Interchangeability of parts

Not affected.

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2) Material Information

2.1) Material

Price and availability will be provided on request by ROTAX® Authorized Distributors or their independent Service Centers.

2.2) Company support information

Any possible support by BRP-Rotax will be provided on request by ROTAX® Authorized Distributors or their independent Service Centers

2.3) Material requirement per engine

None.

2.4) Material requirement per spare part

None.

2.5) Rework of parts

None.

2.6) Special tooling/lubricants- /adhesives- /sealing compounds

None.

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3) Accomplishment/Instructions

ROTAX® reserves the right to make any amendments to existing documents, which might become necessary due to this standardization, at the time of next revision or issue.

NOTE: Before maintenance, review the entire documentation to make sure you have a complete understanding of the procedure and requirements.

Accomplishment

All measures must be implemented and confirmed by at least one of the following persons or organizations:

- ROTAX® - Airworthiness representatives
- ROTAX® - Authorized Distributors or their independent Service Centers
- Persons approved by the respective Aviation Authorities
- Persons with approved qualifications for the corresponding engine types. Only authorized persons (iRMT, Level Heavy Maintenance) are entitled to carry out this work
- Persons with type-specific training

NOTE: Indicates supplementary information which may be needed to fully complete or understand an instruction.



All work has to be performed in accordance with the relevant ROTAX® Instructions for Continued Airworthiness (ICA) of the respective engine type.

General

Further material on general inspection, maintenance and repair can also be found in relevant Advisory Circular AC 43.13 from FAA.

Advisory Circular

The Advisory Circular (AC) contains maintenance methods, techniques and practices.

3.1) References

3.1.1) Engines

Rotax engines are famous for their reliability and best-in-class power-to-weight ratio. Versatile, cost-efficient, and easy to use and maintain, Rotax engines have gained the trust of flight schools, home builders, and aircraft manufacturers alike.

Setting standards and trends, Rotax aircraft engines lead the market in the light and ultralight segment and both special light-sport aircraft (S-LSA) and light-sport aircraft (LSA). Aircraft builders in the 600+ weight classes, CS-VLA and CS-23, take advantage of the load and range of Rotax aircraft engines.

Visit www.flyrotax.com/p/products/engines to meet our engines.

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3.1.2) Engine Configurator

Set up your individual Rotax engine with our 3D engine configurator. It is an intuitive online tool designed to help you customize and visualize your ideal Rotax aircraft engine. It offers a 360° interactive view of various engine models. You can select from a range of configurations, adjusting specifications to meet specific needs.

You can save your configuration, email it to yourself, or share it with a local dealer for further assistance. This tool simplifies the selection process, ensuring you choose the engine best suited for your aircraft and flying requirements.

Visit configurator.flyrotax.com to view our engines in our 3D Engine configurator.

3.1.3) Dealer Locator

Whether you're looking for expert maintenance, genuine Rotax parts, or purchasing guidance, our Authorized network is here to support you. The Dealer Locator makes it easy to connect with certified professionals who understand your engine and your needs.

Simply enter your location to contact a partner close to you and get personalized assistance to keep your aircraft running at its best.

Visit dealerlocator.flyrotax.com// to find a Rotax Authorized Dealer.

3.1.4) Engine Registration

Registering your engine links your Rotax product with warranty services, proof of ownership, recall notifications and bonus campaigns.

Your aircraft OEM may have already pre-registered your engine.

See Service Letter SL-912-020, SL-912 i-009, SL-914-018, SL-2ST-012, SL-915 i-017, SL-916 i-016, Engine registration via ROTAX® Aircraft Engines website, current issue.

Visit www.flyrotax.com/p/service/engine-registration to register your engine.

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3.2) Training

3.2.1) Rotax powered flight school

Flight schools are doorways to an exhilarating hobby or an exciting career. The responsibility for budding pilots and trainers, the focus on excellence in training, and an uncompromising safety-first policy leave no margin for error. These are core values we share. With Rotax powered flight schools, we've created a program exclusively for training on aircraft with Rotax engines.

As program members, Rotax-powered flight schools benefit from value-added incentives and from our commitment to building power plants that take engine technology to new heights.

Visit www.flyrotax.com/p/service/flight-schools for more information.

3.2.2) iRMT

Knowledge is safety. To give you the knowledge you need, we have created the independent Rotax Maintenance Training, iRMT, for short. This standardized training program connects the people who operate, or repair Rotax engines with the expertise and experience of those who develop and build these engines. To ensure you get the most out of our OEM-quality training units, we enhance learning experiences with virtual reality, augmented reality, and 3D digital twins. We offer iRMT courses through Rotax authorized distributors and authorized training organizations approved by BRP-Rotax.

Course units are available to you in various languages and at locations across the world.

Visit www.flyrotax.com/p/service/training for more information.

See SL-912-019, SL-912 i-008 SL-914-017, SL-2ST-011 Information on the globally standardized iRMT training program for ROTAX® Aircraft Engines, current issue.

3.3) Services

3.3.1) Rotax Care

Rotax has you covered with a standard warranty for certified engines of 24 months or 400 hours, (whatever comes first) and 18 months or 200 hours for non-certified engines. Because we stand behind our engines, craft and quality standards, we also offer an extended warranty program in addition to our standard warranty service.

Rotax Care is our extended warranty for Rotax 4-stroke aircraft engines, adding 36/42 months or the time to reach a Time Before Overhaul (TBO) (whatever comes first) to your Rotax standard warranty coverage.

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See SL-2ST-006, SL-912-012, SL-914-010, SL-912 i-003, SL-915 i-001, SL-916 i-011 Warranty conditions for ROTAX® Aircraft Engines Types 2-stroke, 912 (Series), 914 (Series), 912 i (Series), 915 i and 916 i (Series), current issue.



See SL-912 i-017, SL-915 i-012, SL-916 i-012 Conditions relating to the limited extended warranty under the ROTAX® Care program for ROTAX® Engine Types 912 i, 915 i and 916 i (Series), current issue.



See SL-912-031, SL-914-029, SL-912 i-023, SL-915 i-019, SL-916 i-018 Warranty procedures and processes for ROTAX® Aircraft Engines.



Visit www.flyrotax.com/p/service/warranty for more information.

3.3.2) CSIR

BRP-Rotax offers a digital platform on its homepage to submit occurrence reports. Using this digital CSIR (Customer Service Information Report) malfunctions of aircrafts on which Rotax aircraft engines are installed can be transmitted to BRP-Rotax. This method of occurrence reporting is available to all stakeholders such as authorities, OEMs, pilots, maintenance organizations and operators.

A completed CSIR is a pre-requisite before requesting warranty coverage. In addition to this incident reporting process, country specific requirements, as well as the reporting to the aircraft manufacturer and aviation authorities, must also be taken into account.



See SL-912-031, SL-914-029, SL-912 i-023, SL-915 i-019, SL-916 i-018, SL-2ST-019, Occurrence reporting for ROTAX® Engines, current issue.



Visit www.flyrotax.com/p/service/customer-service-information-report and transmit the occurrence to BRP-Rotax.

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3.4) Further Products

3.4.1) Genuine Parts

Vital to your engine's structural integrity and long-term performance, Rotax Genuine Parts protect the value of your power plant. Our parts come with warranty coverage for the first 24 months OR the first 100 hours of operation - whatever comes first. This only applies for customers who use Rotax Genuine Parts, otherwise the claim to warranty will not be applicable.



See SL-2ST-016, SL-912 i-018, SL-912-026, SL-914-024, SL-915 i-013, SL-916 i-013 Information on maintenance and spare parts planning for ROTAX® Aircraft Engines, current issue.



See SL-916 i-003, SL-912 i-011, SL-915 i-003, SL-912-022, SL-2ST-014, SL-914-020 Information about Storage and Storage Conditions of ROTAX® Genuine Spare Parts for ROTAX Aircraft Engines, current issue.



Visit www.flyrotax.com/p/products/genuine-parts to learn more about our genuine spare parts.

3.4.2) XPS Aviation Engine Oil

XPS 5W-50 Full Synthetic aviation engine oil is exclusively Rotax produced and perfected to match its engines. The XPS aviation engine oil is suitable for all Rotax Aircraft engine types using MOGAS or leaded and unleaded AVGAS.



See SI-912 i-001, SI-912-016, SI-914-019, SI-915 i-001, SI-916 i-001 Selection of suitable operating fluids for Rotax Engine Type 916 i (Series), 915 i (Series), 912 i (Series), 912 and 914 (Series), current issue.



Visit www.flyrotax.com/p/products/rotax-xps-oil to learn more about our oil.

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3.5) Customer Information

3.5.1) Technical Documentation

In our library, you will find technical documents like manuals and instructions, as well as service bulletins and service letters for your Rotax aircraft engine. It is the single source of truth to find your Instructions for Continued Airworthiness (ICA).

Visit www.flyrotax.com/p/service/technical-documentation.

For airworthiness directives (AD), visit the website of your local civil aviation authority.

3.5.2) List of Stolen Engines

If you are unsure regarding the source of your engine, Rotax provides an up-to-date table of engines that have been reported as stolen (sorted by engine type and engine serial number)

Visit www.flyrotax.com/p/service/list-of-stolen-engines to see the up-to-date table of stolen engines (sorted by engine type and engine serial number).

3.5.3) Certifications and Approvals

The Fly Rotax Certificates page outlines the certifications and approvals that validate Rotax aircraft engines for safety, quality, and global compliance.

Visit www.flyrotax.com/p/about-rotax/certificates to see our certifications and approvals.

3.5.4) YouTube Fly Rotax

Visit the official Rotax Aircraft Engines YouTube Channel for Technical and informative Videos and Shorts.

Visit www.youtube.com/flyrotax for more information.

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3.6) Summary

These instructions (section 3) have to be followed in accordance with the deadlines specified in section 1.5.

I	A revision bar outside of the page margin indicates a change to text or graphic.

Translation into other languages might be performed in the course of language localization but does not lie within ROTAX® scope of responsibility.

In any case the original text in English language and the metric units are authoritative.

3.7) Inquiries

Inquiries regarding this Service Letter should be sent to the ROTAX® Authorized Distributor of your area.

A list of all ROTAX® Authorized Distributors and their independent Service Centers is provided on https://dealerlocator.flyrotax.com.

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